

**District Government Agency**  
**FY06 1st Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	Face To Face	# of Tests	Tester Rating
Office on Aging	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	6.00	5.0
Office of Veterans Affairs	Yes	N/A	Yes	Yes	N/A	Yes	Yes	N/A	5.00	5.0
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	2.00	5.0
State Education Office	Yes	Yes	Yes	Yes	N/A	Yes	No	Yes	7.00	4.0
District Department of Transportation	Yes	Yes	No	Yes	N/A	Yes	Yes	N/A	6.00	4.0
Office Cable Television and Telecommunications	Yes	No	Yes	Yes	N/A	Yes	Yes	N/A	6.00	4.0
Office of Planning	Yes	Yes	Yes	No	N/A	Yes	Yes	N/A	6.00	4.0
Office of Contracting and Procurement	Yes	Yes	Yes	No	N/A	Yes	Yes	N/A	6.00	4.0
Office of the Secretary	Yes	Yes	Yes	Yes	N/A	Yes	No	N/A	6.00	4.0
Risk Management	Yes	N/A	Yes	Yes	N/A	Yes	No	N/A	5.00	4.0
Deputy Mayor for Public Safety and Justice	Yes	N/A	Yes	Yes	N/A	Yes	No	N/A	5.00	4.0
Office of Communications	No	N/A	Yes	Yes	N/A	Yes	Yes	N/A	5.00	4.0
Office of the City Administrator	Yes	N/A	Yes	Yes	N/A	Yes	No	N/A	5.00	4.0
Department of Human Services	Yes	Yes	No	Yes	N/A	Yes	No	Yes	7.00	3.0
Department of Parks & Recreation	No	No	Yes	Yes	N/A	Yes	Yes	N/A	6.00	3.0
Department of Housing and Community Development	Yes	Yes	No	No	N/A	Yes	Yes	N/A	6.00	3.0
Office of the Chief Financial Officer	Yes	Yes	Yes	No	N/A	Yes	No	N/A	6.00	3.0
Office on Asian and Pacific Islander Affairs	No	No	Yes	Yes	N/A	Yes	Yes	N/A	6.00	3.0
Office of Zoning	Yes	Yes	Yes	No	N/A	Yes	No	N/A	6.00	3.0
Lottery and Charitable Games Board	N/A	No	No	Yes	N/A	Yes	Yes	N/A	5.00	2.0
Office of Children, Youth, and Families	Yes	N/A	No	Yes	N/A	Yes	No	N/A	5.00	2.0
Emergency Management Agency	Yes	No	No	No	N/A	Yes	Yes	N/A	6.00	2.0
Mayor's Suite	No	No	Yes	No	N/A	Yes	Yes	N/A	6.00	2.0
Department of Fire and Emergency Medical Services	Yes	No	No	Yes	N/A	Yes	No	N/A	6.00	2.0
Office of Policy and Legislative Affairs	No	N/A	N/A	No	N/A	Yes	Yes	N/A	4.00	2.0
Office of Planning and Economic Development	No	No	Yes	No	N/A	Yes	Yes	N/A	6.00	2.0
Office of the Chief Medical Examiner	N/A	N/A	No	No	N/A	Yes	Yes	N/A	4.00	2.0
Department of Employment Services	No	Yes	N/A	No	N/A	Yes	Yes	No	6.00	2.0
Office Of Unified Communications	No	No	No	N/A	N/A	Yes	Yes	N/A	5.00	1.0
Metropolitan Police Department	No	No	No	N/A	N/A	Yes	Yes	N/A	5.00	1.0
Police Complaint Review	N/A	No	No	Yes	N/A	Yes	No	N/A	5.00	1.0
Office of Labor Relations	Yes	N/A	No	No	N/A	Yes	No	N/A	5.00	1.0
Deputy Mayor for Operations	No	N/A	No	Yes	N/A	Yes	No	N/A	5.00	1.0
Department of Motor Vehicles	No	Yes	No	No	N/A	N/A	N/A	Yes	5.00	1.0
Alcohol Beverage Regulation Administration	N/A	No	Yes	No	N/A	Yes	No	N/A	5.00	1.0
Public Library	No	No	No	No	N/A	Yes	Yes	N/A	6.00	1.0
Commission on Arts and Humanities	No	No	No	Yes	N/A	Yes	No	N/A	6.00	1.0
Human Rights	Yes	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Department of Public Works	No	Yes	No	No	N/A	Yes	No	N/A	6.00	1.0
Office on Latino Affairs	No	Yes	No	No	N/A	Yes	No	N/A	6.00	1.0
Child and Family Services	No	Yes	No	Yes	N/A	No	No	N/A	6.00	1.0
Department of Mental Health	No	No	Yes	No	N/A	Yes	No	N/A	6.00	1.0
Department of Insurance and Securities and Banking	Yes	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Public Service Commission	No	No	Yes	No	N/A	Yes	No	N/A	6.00	1.0
Department of Health	No	Yes	No	No	N/A	Yes	No	No	7.00	1.0
Office of the Attorney General	Yes	Yes	No	No	N/A	No	No	No	7.00	1.0
Office of the Chief of Staff	No	N/A	N/A	No	N/A	Yes	No	N/A	4.00	1.0
Department of Corrections	No	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Office of Property Management	No	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Office of the Chief Technology Officer	No	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Office of Local Business Development	No	Yes	No	No	N/A	No	No	N/A	6.00	1.0
Office of the Inspector General	No	No	No	No	N/A	Yes	No	N/A	6.00	1.0
Office of Tax and Revenue	No	N/A	No	No	N/A	No	No	Yes	6.00	1.0
Department of Consumer and Regulatory Affairs	No	No	No	No	N/A	No	No	No	7.00	1.0
DC Sentencing Commission	N/A	N/A	No	No	N/A	No	No	N/A	4.00	1.0
Taxicab Commission	No	No	No	No	N/A	No	No	N/A	6.00	1.0
Office of Personnel	No	No	No	No	N/A	No	No	N/A	6.00	1.0
Office of Energy	No	N/A	No	No	N/A	No	No	N/A	5.00	1.0
Department of Youth Rehabilitations	No	N/A	N/A	N/A	N/A	No	No	N/A	3.00	1.0
Office of Community Affairs	No	N/A	No	No	N/A	No	No	N/A	5.00	1.0
University of the District of Columbia	No	N/A	No	N/A	N/A	No	No	N/A	4.00	1.0
Number Tested	55	43	56	56	N/A	60	60	8		
Number Passed	23	19	24	20	N/A	48	21	3		
Percentage Passed - FY06 1st QTR	42%	44%	43%	36%	N/A	80%	35%	38%		
N/A (Not Applicable) = Test not performed during reporting period.										
FY06 Comparison										
FY05 - 4th Quarter Averages	29%	56%	51%	25%	N/A	81%	24%	63%		
FY06 - 1st Quarter Averages	42%	44%	43%	36%	N/A	80%	35%	38%		
Variance	13%	-13%	-8%	11%	N/A	-1%	11%	-25%		